

Pipeline

Fall 2011



Newsletter

For Customers of the Miami-Dade Water and Sewer Department



MIAMI-DADE COUNTY

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Board of County Commissioners

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Chairman

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Vice Chairperson

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District 8

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District 10

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District 4

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District 11

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District 5

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District 12

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District 6

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District 13

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District 7

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Clerk of Courts

Pedro J. Garcia
Property Appraiser

Alina Tejeda Hudak
County Manager

Robert A. Cuevas Jr.
County Attorney

John W. Renfrow, P.E.
Director

Miami-Dade County provides equal access and equal opportunity in employment and services and does not discriminate on the basis of handicap.

It is the policy of Miami-Dade County to comply with all the requirements of the Americans with Disabilities Act.

For questions concerning your account, please contact:

Customer Service 305-665-7477
Hours: 8 a.m. - 4:30 p.m.

Internet: www.miamidade.gov/wasd



Online Account Protection Now Available

For your convenience, a payment amount threshold feature is available to all auto debit customers. This feature allows you to enter a maximum dollar amount that can be withdrawn from your checking/savings account. You can proactively manage the threshold amount based on your consumption history. This threshold should be set above your normal average bill to account for fluctuations in your consumption.

If the amount due on your water bill exceeds the threshold amount, your bank account will not be auto debited for that month/quarter and an e-mail will be sent notifying you that the threshold amount has been exceeded and an alternate payment method must be made. By selecting this feature, it ensures that only the maximum withdrawal amount you selected will be debited from your account.

To activate or update the auto debit threshold feature, simply select the 'Change/Update Payment' option under the 'Account Maintenance' section of your 'Online Services' menu.

If you have any questions regarding this feature, please contact us at 305-665-7477.



Prevent high water bills – check for leaks before they happen

Your home probably accounts for the largest portion of yearly expenses and the last thing you need is a high water bill. There may be reasons and causes for a higher than normal bill such as a recently filled pool, watering the lawn or an increase in household members.

If the above mentioned causes were not a contributing factor, we encourage you to perform a quick Water Audit of your interior and exterior household fixtures to identify usage and the potential for leaks. Please note that not all leaks are visible and may be underground or concealed. Most leaks are due to worn out gaskets or faulty tank valves (flappers) in your toilets. To download an illustrated Leak Detection guidebook, please visit www.miamidade.gov/WASD or call our 24-hour Automated Customer Care Line at 305-448-SAVE for more information.

I ♥
TAP
WATER

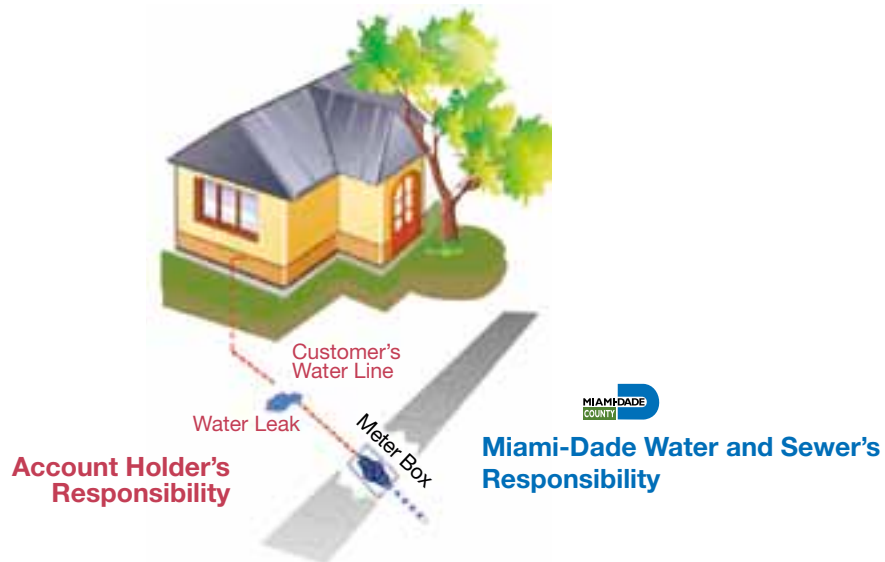
I ♥
TAP
WATER

I ♥
TAP
WATER

I ♥
TAP
WATER

Be sure to check these areas during your water audit

WHAT AM I RESPONSIBLE FOR?



NOTE: The account holder is responsible for all water consumption past the meter box whether concealed or underground.

COMMON AREAS TO CHECK

